

CITY OF BURBANK

CUSTOMER SERVICE SUPERVISOR

DEFINITION

Under direction, to supervise a work unit in the Customer Service & Marketing Division of Burbank Water and Power; to perform a variety of difficult administrative and operational work; and perform related work as required.

ESSENTIAL FUNCTIONS

Supervises a customer care operation including: billing, call center, cashiering, credit, collections, mail center, payment processing, and field services; supervises, trains, and evaluates employees; recommends and monitors work unit and employee performance objectives, measurements, and priorities; compiles and presents section performance data; plans, schedules, and assigns work; assists public with complaint resolution; handles the most difficult customer/credit problems; understands system dependencies and relationships to determine cause and effect of issues; accesses various databases and software applications; evaluates business process effectiveness; recommends procedural changes for operational improvements or customer service enhancements; recommends programs or software applications that improve service levels or operations; reviews billing, consumption, and customer information data; analyzes complaints and inquiries regarding utility bills and customer information; authorizes adjustments to customer accounts; analyzes fee structure and recommends changes; applies rates schedules; responsible for and performs investigations to resolve customer, billing, or other concerns; prepares statistical reports; audits cash reports and makes bank deposits; maintains petty cash fund; reviews and edits material; participates in the development, implementation, and administration of programs, software applications, and projects; promotes City programs and services; makes recommendations regarding hiring, promotion and transfer; recommends disciplinary action up to and including termination.

MINIMUM QUALIFICATIONS

Employment Standards:

- Knowledge of –principles of customer service and customer retention; supervisory techniques and principles; research and analysis methodology; laws and regulations of credit and collections; methods of receiving and accounting for payments; the mechanics and basic principles of utility services, meters and collection work; arithmetic; cash handling procedures; database programs; proper English usage, spelling, grammar, and punctuation in order to effectively perform the essential functions of this classification (this is not a language restriction as defined in California Government Code Section 12951).
- Skill in – identifying and raising critical customer service need to managers; fostering effective decision making by coaching teams in customer priorities and business context; facilitating effective meetings; and having difficult conversations with customers and team members; utilizing computers and related software.
- Ability to – inspire a customer centric team culture that values diversity and encourages growth; plan and direct the work of others; organize and maintain record keeping systems, including financial and statistical records; handle money with accuracy; positively interact with the public to resolve their complaints and give clear and appropriate explanations; tactfully and effectively handle highly emotional and volatile customer relations situations;

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understand and explain a wide variety of regulations, laws, technical procedures, and policies; maintain confidentiality; use independent judgment and initiative; make difficult computations involving utility rates, and similar items, accurately and rapidly; prepare written reports and present orally; communicate effectively both orally and in writing; establish and maintain effective working relationships.

Education/Training: An Associate of Arts Degree in business or public administration, accounting or a related field and four years recent experience in customer service, utility business or administrative work, including the responsibility of handling and accounting for considerable sums of money in cashiering or financial clerical work, including one year in a leadworker capacity. NOTE: Additional qualifying experience may be substituted for the required education on a year-for-year basis.

License & Certificates: Type accurately from clear copy at a speed of 45 net words per minute.

SUPPLEMENTAL INFORMATION

A valid California Class "C" driver's license or equivalent may be required at time of appointment